

Making Your Point

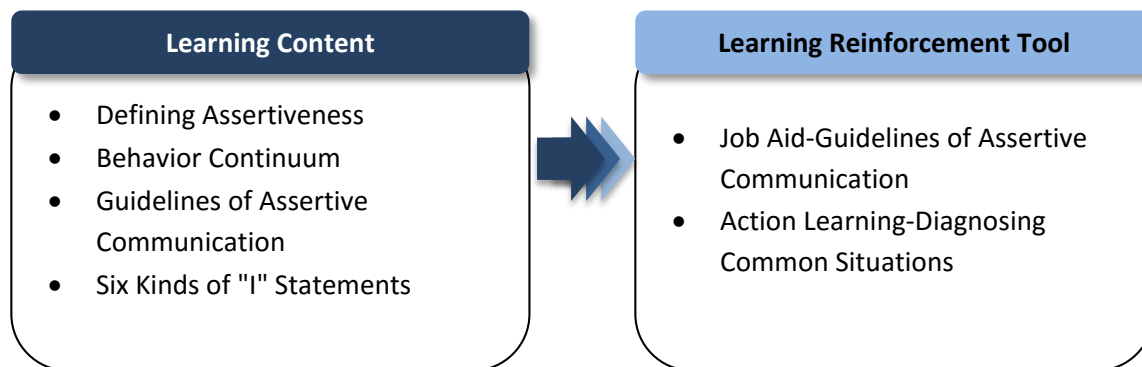
Assertive people are confident and direct in dealing with others. They are able to stay in control of a situation and communication while keeping information channels open and flexible.

In this program participants will learn the key elements of assertive behavior and how to modify communication patterns to maximize effectiveness.

Program Outcomes

- Differentiate between passive, aggressive, and assertive behavior patterns
- Use basic guidelines to enhance communication outcomes
- Use the STAR model to make a strong case
- Diagnose difficult situations
- Select the best solution to deal with a difficult situation

Learning Process



Program Length 4 Hours

Potential Applications

All or part of this course could be part of a solution to help organizations with the following objectives:

- Improve supervisors' efforts to drive results
- Support individual development plans for targeted employees